

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 05/13/2016
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 150004		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING		X3) DATE SURVEY COMPLETED 03/01/2016	
NAME OF PROVIDER OR SUPPLIER FRANCISCAN ST MARGARET HEALTH - HAMMOND				STREET ADDRESS, CITY, STATE, ZIP CODE 5454 HOHMAN AVE HAMMOND, IN 46320			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)		ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)		(X5) COMPLETION DATE	
S 0000 Bldg. 00	<p>This visit was for a State hospital complaint investigation.</p> <p>Complaint # IN00190431 Substantiated, State deficiency related to the allegations is cited.</p> <p>Date of Survey: 03/01/2016</p> <p>Facility Number: 005004</p> <p>QA: 04/05/16</p>		S 0000				
S 1118 Bldg. 00	<p>410 IAC 15-1.5-8 PHYSICAL PLANT 410 IAC 15-1.5-8 (b)(2)</p> <p>(b) The condition of the physical plant and the overall hospital environment shall be developed and maintained in such a manner that the safety and well-being of patients are assured as follows:</p> <p>(2) No condition shall be created or maintained which may result in a hazard to patients, public, or employees.</p> <p>Based on document review, observation and interview, the hospital failed to</p>		S 1118	High coldwater temperatures at the room lavatories are impacting		06/30/2016	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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	<p>ensure cold water was provided to the bathroom handwashing sinks used for portable dialysis machines, which are required to maintain 37 degrees Celsius (98.6 F), utilized in 2 of 6 in-patient rooms (#7207 and #7219) on the 7th floor and failed to provide cold water for 4 other in-patient rooms (#7008, #7209, #7214 and #7216) on the 7th floor.</p> <p>Findings included:</p> <p>1. Franciscan St. Margaret Health - Hammond 2015 Utility Management Plan stated, "The purpose of the Utility Systems Management Plan is to support a safe patient care and treatment environment at Franciscan St Margaret Health - Hammond by managing risks associated with the safe operation and functional reliability of utility systems." The 2015 Utility Management Plan was last reviewed January 2015.</p> <p>2. Review of patient's medical record (MR) #MR1 (Room #7219) indicated Acute Chart Sheet for hemodialysis dated 12/9/2015 had a start time of 0904 and an end time of 1200. The comment noted on the Acute Charge Sheet stated, "Delays trying to cool down water from faucet in patient room > R/O chlorine tanks filled with hot water > temp on HD</p>			<p>patient dialysis on several units in the A building as noted in the survey. The building was constructed in 1968 and we have determined that many of the shower diverter valves and associated checkstop valves are leaking and allowing hot water to bleed into the cold water pipes. Since the plumbing is a series of 13 risers with each riser serving 2 rooms per floor, a leaking check stop valve on any of the 14 rooms on a riser could affect any or all the other rooms on that riser. As a result and due to the age of the installation, the chosen solution is to replace all the check valves and shower diverters for the entire building, Coordination has been challenging since the hot and cold water supplies that serve an entire riser must be shut off for approximately 8 hours to repair all 14 rooms on that riser. Additionally, the parts needed have been in short supply and we have consistently encountered a back order situation. We currently have parts on hand to do the next 3 risers and parts are on order for the remainder.</p> <p>Phase 1 : 6 of 13 risers have been completed. (Rooms 1201-1207, 2201-2207, 3201-3207, 4201-4207, 5201-5207, 6201-6207, 7201-7207, 1210-1213, 2210-2213, 3210-3213, 4210-4213, 5210-5213, 6210-6213, 7210-7213) (total 77</p>			

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	<p>Machine over 42 C (107.6 F)."</p> <p>3. Review of patient's medical record #MR3 (Room #7207) indicated Acute Chart Sheet for hemodialysis dated 1/16/16 had a start time of 0830 and an end time of 1305. The comment noted on the Acute Charge Sheet stated, " Delays due to water issues - 30+ minutes delays - sink not draining (maint. called @ repaired) - hot water issues again, problem addressed by maint. - ran cold water through adjoining sink, working correctly for now. Cleaned up water that overflowed on floor."</p> <p>4. Review of patient's medical record #MR2 (Room #7207) indicated Acute Chart Sheet for hemodialysis dated 1/31/16 had a start time of 0955 and an end time of 1350. The comment noted on the Acute Charge Sheet stated, " Hot water at bedside, water alarm, system has to be set-up."</p> <p>5. Review of a memorandum dated January 8, 2016 by staff member #5 (Maintenance Lead Tech) stated, " Dialysis workers were told by someone to run the showers! But all that does is create the problems we are running into which is once the hot water from the shower motor gets into the cold the whole bed tower 2 rooms since they are</p>		<p>rooms) - Complete 5/10/2016 Phase2: 3 more risers (42 rooms) will be completed by 5/30/2016 Phase3: The remaining 4 risers (49rooms) will be completed by 6/30/2016 Replacing all the valves and diverters should prevent reoccurrence of this problem. Once the repairs are completed and monitoring confirms that cold water temps are being properly maintained, the maintenance staff will respond promptly to any reports of water temperature problems. Monitoring will consist of checking the cold water temp in each room on a riser within a week after the riser repairs are complete and again 2 weeks later to insure repairs have solved the problem. If necessary, additional remedial repairs will be done until the riser is satisfactory for 2 successive samplings. The Director of Engineering and Facilities Maintenance is charged with monitoring and maintaining correction of the problem and monitoring for any reoccurrences. In the interim, the clinical staffs have been apprised of the situation, promptly report water temperature issues to maintenance, and are assigning patients needing dialysis to rooms not having water temperature problems as much as possible.</p>				

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	<p>back to back get hot in the cold line and that's why we have to flush the lines."</p> <p>6. The 7th floor was toured at 11:30 AM on 3/1/2016. Room #7216 bathroom sink was discharging water that exceeded 101 degrees Fahrenheit. The piping to the toilet in room #7216 felt warm to the touch. Rooms #7209, #7008, and #7214 were observed discharging hot water when the both cold and hot water knobs were turned on. The Dialysis Department was toured on the 7th floor after random patient rooms were inspected on the 7th floor. The water treatment room was inspected. The hot and cold water is fed through a water regulator. The water temperature readings exiting the regulator ranged between 42 and 58 degrees Fahrenheit. The dialysis equipment would be set to 37 degrees Celsius (98.6 F). The machine was observed to alarm when the water temperature exceeded 38 degrees Celsius (100.4 F).</p> <p>7. At 2:20 PM on 3/1/2016, Room #4216 bathroom sink was tested for cold water. The cold water was activated and the water discharged cold at first; however, within a few seconds the cold water started to heat up above 100 degrees Fahrenheit. Room #4216 (4th floor) was tested because the water flow through same pipe line as room #7216 (7th floor).</p>						

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	<p>8. At 12:30 PM on 3/1/2016, staff member #5 indicated two patient rooms are tied together with a pipe chase. Each pipe chase has a hydro guard kit assembly that distributes the hot water and the cold water when activated. However, the existing assemblies in the pipe chase are near 40 years old and parts of assembly are seized up. When the assembly is not functioning as designed, the hot water is bleeding into the cold water lines. These malfunctions are causing the cold water discharging hot water when cold water was activated.</p> <p>9. At 2:00 PM on 3/1/2016, staff member #2 (Dialysis Senior Registered Nurse) explained the process of the dialysis machines. Dialysis machines have temperature booster heaters that increase the cold water temperature up to 37 degrees Celsius (98.6 F). The temperature control is important to the safety of the patients in filtering their blood of bad contaminants. If the dialysis machine rises to 38 degrees Celsius (100.4 F), the machine will go into bypass and shutdown until the water temperature decreases to 37 C; then the machine will start over in filtering the patient's blood. The issue with the hot water dispensing from the cold water faucet happens with the portable dialysis</p>						

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	machines going to the patient's rooms.						